



**Pemberton and District Library
Annual General Meeting
for the year ending December 2018
Tuesday January 29th, 2019 at 7:00pm**

AGENDA

CALL TO ORDER

100 Welcome and comments

200 Approval of Agenda

300 Approval of Minutes January 30th 2018 for 2017 AGM (with corrections)

400 Reports

401 Board of Trustees Annual Report – Judith Walton

402 Director's Annual Report – Emma Gillis

403 Treasurer's Annual Financial Statement Report – Monique Midgley/Emma Gillis

500 Election of Board of Trustees

Appointees to the Board for 2019

Russell Mack: SLRD Director Area C, Jan Kennett - Alternate

Amica Antonelli: Councilor, Village of Pemberton, Leah Noble – Alternate

Trustees with one year remaining in term:

Monique Midgley, Meg Gallup, Tracy Graham, Judith Walton

Trustees with terms expiring:

Karen Tomlinson, Cindy Filipenko, Peggy Riley, Carmen Praine

Trustees Resigning:

Karen Tomlinson

Current Trustee Availability

5 Two Year terms available

Call for nominations from the floor and introduction of nominees

Current interest in nominations (as confirmed at 01/25) from current board:

Cindy Filipenko, Peggy Riley, Carmen Praine

Current interest in nominations (as confirmed at 01/25) from the community

Maude Ash, Tina Buchan, Ursula Carus, Kim Slater

Election or acclamation

500 Adjournment

ELECTION OF THE BOARD OF TRUSTEES EXECUTIVE FOR 2018

Chairperson Emma Gillis

Call for nominations for the position of Chair

Call for nominations for the position of Vice-Chair

Call for nominations for the position of Treasurer

Adjournment

**Pemberton and District Library
Annual General Meeting for 2017
Tuesday January 30th 2018 at 7pm
Minutes**

Members present:

Judith Walton (Chair), Cindy Filipenko, Monique Midgley, Karen Tomlinson, Tracy Graham, Laura Arnold, James Linklater, Emma Gillis

Regrets:

Russell Mack, Meg Gallup, Helena Edmonds

Call to order:

Meeting called to order at 7:02pm by Chair Judith Walton

100 Welcome and Comments

Presented verbally by Chair, J. Walton

200 Approval of Minutes of 2016 AGM on January 31st, 2017

Motion to accept by C. Filipenko, second by K. Tomlinson, carried

300 Reports

301 Board of Trustees annual report

Received as submitted and reviewed verbally by J. Walton

302 Director's annual report

Received as submitted and reviewed verbally by E. Gillis

302 Treasurer's annual report

Presented verbally by M. Midgley

400 Election of the Board of Trustees

Appointees to the board for 2017:

Russell Mack, SLRD Area C Representative, Jan Kennett – alternate
James Linklater, VOP Representative, Karen Ross – alternate

Trustees with one year remaining in term:

Cindy Filipenko, Karen Tomlinson, Laura Arnold

Trustees with terms expiring:

Monique Midgley, Meg Gallup, Tracy Graham, Judith Walton (*corrected 1/25/19*)

Trustees resigning:

None – all trustees with terms expiring willing to stand for re-election

Current Trustee Availability

4 Two Year terms available and 2 One Year terms available
(*corrected 1/25/19 from incorrect recording of 3 Two Year Terms*)

Call for nominations from the floor and introduction of nominees

E. Gillis called for nominations from the floor:

Monique Midgley, Meg Gallup, Tracy Graham and Judith Walton are nominated by C. Filipenko.
Carmen Praine and Margaret Riley are nominated from the floor.

All nominees are appointed by acclamation.

Introduction of new trustees Carmen Praine and Margaret Riley

Meeting adjourned at 7:52pm

**Election of Board of Trustees executive Meeting
Chaired by Library Director/Secretary E. Gillis**

E. Gillis called the meeting to order at 7:53pm

Chair

E. Gillis called for nominations for the position of Chair

C. Filipenko nominated J. Walton, seconded by T. Graham. All in favour

Call made for further nominations for Chair

Hearing none, J. Walton is appointed Chair of the Board

Vice-Chair

E. Gillis called for nominations for the position of Vice-Chair

J. Walton nominated C. Filipenko, seconded by J. Linklater. All in favour.

Call made for further nominations for Vice-Chair

Hearing none, C. Filipenko is appointed Vice-Chair of the Board

Treasurer

E. Gillis called for nominations for the position of Treasurer

J. Walton nominated M. Midgley, seconded by T. Graham. All in favour.

Call made for further nominations for Treasurer

Hearing none, M. Midgley is appointed Treasurer.

Meeting adjourned at 7:56pm

Chair's AGM Report for 2018 January 29, 2019

In the fall of 2017 we received news that The Library had been awarded \$40,000 grant from the Whistler Blackcomb Foundation to redesign and renovate the main library space to meet the growing needs of our patrons. As the Friends of Library did not hold its annual Wine and Cheese in 2017, the Board of Trustees realized we needed to raise funds to meet The Library's commitment to the Whistler Blackcomb Foundation, as proposed in The Library's grant submission.

We decided our main fundraiser would be an Oktoberfest Celebration. We determined it had to be a fun, dance party event that would also support local businesses. The Beer Farmers were contacted and immediately agreed to not only participate in the event but to also donate to the cause. The same enthusiasm for helping The Library was expressed and delivered by The Pemberton Distillery.

January 2018 saw the start of the fundraising for Oktoberfest, with ScotiaBank agreeing to donate \$3,000. We knew that we needed both financial support and support from the community for the redesign and renovation, so the Board developed a Power Point Presentation to demonstrate the changing needs of The Library and made presentations to The Lions, Rotary, Seniors, Men's Shed and the WI. The Lions immediately agreed to run a bratwurst BBQ for us at the Oktoberfest and donated all the proceeds to the Library. WI gave us a \$500 donation and members of the Seniors volunteered at the fundraiser. Rotary was exploring our request for shade trees for the deck but unfortunately the building's foundation issues prevented that. Besides the groups and businesses I have already mentioned, the other major contributors to Oktoberfest were the Pemberton Valley Supermarket (which covered all the food), The Rona (which donated table coverings and decorations) The Pemberton Lodge (which provided linens) and The AG (which gave us our non-alcoholic beverages).

The volunteer and business support was tremendous and it enabled Oktoberfest to net \$13,300. This past year we also received support from the Men's Shed who agreed to design and install a fundraising thermometer in The Library to show the growth of the fundraising for the redesign and renovation of The Library's main space.

Another effort to support the redesign and renovation was our use of Facebook and our Power Point Presentation to community groups to suggest that if every community member donated \$5, we would reach our target of \$150,000 for the redesign. That suggestion still stands and is an idea for further promotion. The SLRD has been a huge support to The Library in the past, notably donating \$50,000 to the redesign of the Children's Library. The SLRD came through again this year, with a \$35,000 donation to cover the costs of the painting and carpeting bill for the redesign.

In addition to assisting with Oktoberfest, various Board members supported fundraising efforts by participating in book sales at the Farmer's Market.

Trustee Laura Arnold who was part of the Finance Committee resigned as she moved to work in Edmonton. Unfortunately, two other trustees, Lisa Richardson and Brennan Armstrong, left the board after volunteering at Oktoberfest as their work schedules conflicted with Board meetings. We thank all three for their service. Lastly, our thanks go to Karen Thomlinson for her long service on the board, and the tremendous contribution she has given to the community as a Trustee.

It has been a privilege to be Chair throughout the last six years, especially this last year.

Judith Walton

Library Director's Annual Report for 2018

After a trajectory of significant growth in recent years, 2018 was a year of stabilization in terms of Library visits and borrowing however, it was by no means a quiet year for the Board and staff! We continued to focus heavily on the four priorities outlined in our 2017-2019 strategic plan, particularly in terms of the Library space. Our achievements in each of these areas will form the basis of my report.

88,178 visits were made to the Library in 2018. This was a slight decrease (1.4%) in the number of visitors we welcomed in 2017 but closures for renovations, unplanned power outages and weather resulted in us being open 3 days less in 2018 than in 2017, which would more than account for the 938 fewer visits we received. With an estimated service population of 6061 this equates to approximately 14.5 visits per person per year, and 37 visits per hour open. 49.6% of our resident population are active library card holders (meaning they have actively used their card in the Library in the past 3 years), which is an increase of 2% from 2017.

79,801 physical items were borrowed from the Library in 2018 (a decrease of 1.2% from 2017) however, a 16% increase in digital borrowing (eBooks, audiobooks & digital magazines) resulted in **an overall rise in circulation of 0.3% to 87,749 items**. Our eBook and audiobook platform Overdrive/Libby saw a 27.9% increase in circulation in 2018, demonstrating a rising demand for our digital resources and a potential shift in the borrowing habits of the community.

Programming

375 programs were delivered in 2018 with 4918 community members attending these programs.

A major success in our programming calendar was the redesign of our Summer Reading Program. With dwindling participation in this important annual summer program we wanted to find a way to better engage children and their families with the program that serves to prevent the 'summer slide' in reading levels over the summer vacation period. We created a passport-based program that allowed the participants to engage with the program at times that worked for them, with weekly challenges that they earned points for. It was flexible enough that they could play 'catch up' if they were out of town for any of the weeks. The participants with the most points in each age group by the end of the summer won a 'grand prize'. The concept and activities were developed entirely by the Pemberton Library staff, using the provincial BC Summer Reading Club theme as inspiration and the passport and marketing materials were designed in-house by Gen Carmody. In a program that has typically seen less than 30 children register at the beginning of summer and less than 5 submit their reading logs by the end of the summer, we had 118 register for the program this year (63 children in the 5-7 age group and 55 in the 8-12 age group). 49 completed reading logs were handed in at the end of the summer and over 100 parents and children attended the end party and medal ceremony. Feedback was overwhelmingly positive: *"I just want to say how much we've enjoyed the summer reading club. July and August have been busy with activities and trips but doing the reading club (or catching up on it) became our weekly ritual. Thanks to everyone at the library for making it happen!"* (Parent of a 2018 Summer Reading Club participant)

We continued the Community Volunteer Income Tax Program (CVITP) in 2018 and provided free tax return support for 7 low income individuals and families, a 75% increase in demand from 2017.

We welcomed author Pat Ardley in April to discuss her book 'Grizzlies, Gales, and Salmon', and Whistler author Jane Reid in November to promote her new book 'Freshly Picked: A Locavore's Love Affair with BC's Bounty'.

We hosted a screening of the movie 'Numinous' in February starring local skiers Logan Pehota and Kye Peterson. Over 50 people registered to attend the event, with many more turned away because of the limitations on the space, highlighting the significance of redesign plans to open up lounge area for programming.

Staff took a significantly more active role in programming this year. Gen hosted her first Bullet Journaling workshop in May. In addition to the Library's monthly book club, Val started a new weekly evening program in October called English Conversation Circle, which provides an opportunity for newcomers to Pemberton to meet in a relaxed and friendly environment to improve their English and meet other people. Marilyn and Gen continued to build on the success of the Maker Monday program they initiated in 2017. Every month between October and May, a different STEM related topic is offered on Mondays after school for children age 8-12. In 2018 children had the opportunity to learn how to make stop-motion movies, design create and build with paper, and photography skills. I had the pleasure of running the Storytime programs for a few months while we recruited our newest team member, Tracey, who has also launched a new after-school program for ages 5-7 called 'Explorer's Club'. Each week participants explore nature and science in the world around them which includes pick up from the Elementary School (as this had been identified as a huge barrier to participation in after-school programs).

Resources

6887 computer sessions were completed on our 6 public access stations in 2018. This is similar to what we recorded in 2017. What has been of note this year was the **9384 wifi sessions** completed at the library, an **increase of nearly 25%**

from 2017. This really speaks to the importance of the Library as an accessible source for internet access, especially for those working or studying from home, in a community with well documented internet connectivity issues.

Our Book A Librarian service grew in 2018, with 27 sessions providing 1:1 computer support, covering topics from getting started with email, applying for licenses online, to cloud computing. This service is offered in addition to the ad-hoc computer assistance provided by staff on a daily basis.

We further expanded our 'non-traditional' collection by adding board games and jigsaw puzzles to our lendable items. Board games had been added in 2017 but had been for in-library use only. They have proved very popular and a welcome addition to the collection. We also added an additional eReader to our catalogue giving a total of 2 Kindles and 1 Kobo that can be borrowed. Another exciting addition to our collection are the 3 Radon Detector Kits we received thanks to a project spearheaded by North Vancouver City Library. The kits can be borrowed for a period of 4 weeks and enable patrons to take readings of the radon levels on their property.

We are also excited to be adding a new lendable item to the collection that will be ready for January 2019. The Britannia Mine Museum has generously supplied us with a free family pass that can be borrowed by any resident of the Village of Pemberton or SLRD Area C with a valid library card. Only one pass can be borrowed at a time and will admit 2 adults and up to 3 children.

In 2018 the Pemberton Library team consisted of 1 full-time employee, 3 part-time employees and 2 casual employees working a combined 154 hours per week. The Library is now open 50 hours per week over 7 days, an increase of 2 hours per week that has permitted us to open earlier on weekends. We said farewell to Nicole MacPhee in January and both the team and the community were sad to see her go. Nic had been with us since 2011 and had been our storytime coordinator for much of that time. We welcomed Tracey Sheppard to the team in June and she has been instrumental in running our storytime programs and developing our new after-school program for the 5-7 age group. Gen took on a new role as Digital Services and Technology Co-Ordinator and also manages all of the Library's marketing and social media.

Partnerships

A key partnership that was established this year was with Service Canada and the Canada Revenue Agency. The groundwork for this partnership was laid throughout 2017 as we sought to demonstrate the need for outreach services in the community, and in July and September we were finally able to offer trial drop-in services at the Library. Representatives were able to assist patrons with questions about benefits and taxes and provide a wide range of services that would typically require a visit to a Service Canada office (or a lengthy phone call). With 41 people seeking assistance during these visits, a clear need was identified and future visits are being planned for 2019, with the first scheduled for March 14th.

We partnered with the Creative Writing Department at Simon Fraser University to offer free monthly writing consults in the Library. This service offers patrons an expert opinion on up to 7 pages of their poetry or prose. In 2018, 8 patrons took advantage of this free service and bookings have already filled up for the first quarter of 2019. Our partnership with Stewardship Pemberton continued to grow in 2018 with a seed saving workshop to promote our joint Seed Library project. A highlight of the event calendar was an informational talk on Mushrooms which attracted over 90 people and put our newly redesigned 'flexible space' to work.

Our continued partnership with the Dream Makers Community Literacy Coalition enabled us to offer a free family computer coding workshop. Joint partnership initiatives with both the Dream Makers and Pemberton Multicultural Network also enabled us to offer a garden journaling workshop, bee keeping workshop, and the return of the popular 'Decorate the Library Christmas Tree' event. This year the tree decorating was scheduled to run alongside the annual Christmas Bazaar which moved to the Community Centre for the first time. We partnered with the Pemberton Children's Centre for the event to offer free arts and crafts, and live music in the Library during the bazaar.

Other partnerships included Whistler Library's popular 'Barbed Choir' pop-up session at the Library and Growing Great Children sponsored a children's puppet show in the summer called Pico's Puppet Palace.

Flexible Spaces

Thanks to the Whistler Blackcomb Foundation (WBF) grant of \$40,000, a \$35,000 grant from SLRD Area C, \$30,000 of retained fundraising earnings from the Friends of the Library, and the successful 'Oktoberfest' Board fundraiser, we were able to action one of our key goals from our strategic plan to reconfigure the main library space.

Funding had dictated the project be completed in two separate phases. The first phase (funded by WBF and the Friends) was completed over 3 days in August during which the Library remained opening. This phase saw the removal of the large service desk and that space opening up for public use with the relocation of the public access computer terminals. A small staff area was built at the back for administration. The new computer area has facilitated staff assisting patrons

with technology needs as everything is conveniently grouped together. A single height-adjustable Information/Service desk has been moved to the former location of the computer terminals so that staff are now visible and accessible on entering the Library. We added 4 new study carrels at the back of the Library to create a dedicated quiet study/work area and converted the entire row of shelving by the lounge area to casters so it can be moved to open up the space as needed for programming. This has increased our capacity at events from around 40 to 90. Our audio-visual materials have been relocated to this new location making them easier to browse. New shelving units were added to better promote our new items and staff picks and the magazines were moved to a more visible location in the lounge area by utilizing valuable wall space. The donor tree that was previously in that location was donated to the Mens Shed to repurpose as furniture, an example of which can be enjoyed on our deck in the warmer months. A new donor recognition system is currently being developed. In the interim all donors are being recognized on the website on the Donations page.

Phase two of the project took place at the end of December and was made possible by a grant from SLRD Area C which covered the cost of re-painting and re-carpeting the main Library, and the proceeds of the Board's Oktoberfest fundraiser were used to reconfigure the rest of the Library shelving to maximise the use of the floor space. The reconfiguration of the shelving also allowed us to lower the shelving height and increase the spacing between the rows, without impacting on collection size. This lower height contributes towards the feeling of space, particularly when browsing the shelves. Both Fiction and Non-Fiction collections are now visible from the front of the Library whereas the Non-Fiction was previously 'hidden' behind the Fiction. Our fundraising efforts in 2019 will focus on the final finishing touches such as new seating, sound dampening materials for the ceilings, and an indoor drop-box.

In July 2017 we had set up a basic self-check machine to better determine if the investment in a fully automated one would be justified. At the end of 2017, 12% of check outs were being done on our self-check. In 2018 this number rose steadily and peaked at 28% in July. It has since stabilized at around 24% and while we still encourage our patrons to visit us at the Information Desk, many of our patrons prefer to use it exclusively. A self-check offers patrons an added level of privacy and can reduce wait times during busy periods, or when staff are assisting other patrons with computers or reference questions. One issue we have encountered with our 'basic' setup is the rise in items not being checked out correctly which we are monitoring to try and provide assistance and training as needed.

We continued to expand our outreach efforts in 2018 with a total of **21 outreach visits** including pop-up libraries at Pemberton Secondary School, the Farmers Market, Ts'zil Learning Centre, N'quatqua Children's Centre, pop-up storytimes at the Sea to Sky summer playground events, and Gen presented to the Seniors at the Rec Centre about staying safe online. Increasing the presence of the Library out in the community will continue to remain a focus for us in 2019 and beyond to ensure we are continuing to reduce barriers in accessing our services and collections.

Summary

2018 was another busy year for the Pemberton & District Public Library. In its 39th year the Library saw many physical changes and as we approach the Library's 40th birthday on February 3rd 2019, I would like to take this opportunity to thank my predecessors Jan Naylor and Shannon Didier Ellis for their crucial roles in creating this wonderful Library we know and love. I would also like to thank the Library Board (both past and present) for their energy and commitment in ensuring the effective governance, advocacy, and strategic direction of our Library, the Friends of the Library for their support with fundraising, and for the incredible team of staff who I am sure you can agree, play a significant part in continuing to make this a vibrant and welcoming place for our community. As I have looked through the photographs and scrapbooks chronicling the 40 year history of the Pemberton & District Public Library it has been heartwarming to see what a warm, welcoming place the Library has always been for our community and has illustrated that as this small community has constantly changed and grown, our vision to be the 'hub of our dynamic community' remains as strong and relevant today as it would have 40 years ago. I look forward to working together to see our services, collections and space continue to evolve and grow with our community for the next 40 years (and beyond).

Emma Gillis
Library Director